

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF ECONOMIC SUPPORT
ADMINISTRATOR'S MEMO SERIES

ACTION: 99-24

ISSUE DATE: 12/01/99
DISPOSAL DATE: Ongoing

RE: ONE-PAGE DESCRIPTION OF
SERVICES AVAILABLE AT A W-2
AGENCY

To: Child Support Directors
County Board Chairpersons
County Departments of Human Services Directors
County Departments of Social Services Directors
County Economic Support Managers
Tribal Economic Support Directors
W-2 Agency Directors

From: J. Jean Rogers /s/
Administrator

PURPOSE

The purpose of this memo is to provide W-2 agencies with a copy of the brochure entitled, "Benefits and Services Offered at Wisconsin Works (W-2) Agencies" and instructions on its use.

BACKGROUND

The 1999-2001 biennial budget act, 1999 Wisconsin Act 9, includes a statutory change that requires Wisconsin Works (W-2) agencies to provide a one-page description of benefits and services available at the W-2 agency to all individuals that ask for assistance, s. 49.143(2)(es) Wis. Stats. The Department is required to develop that description and distribute it to the W-2 agencies.

ACTION SUMMARY STATEMENT

Beginning January 1, 2000, all W-2 agencies are required to provide to every individual who requests assistance of any kind, the attached single-page description (DES No. 11890-P) of all the benefits and services that may be provided to an individual by the W-2 agency. Attached to this memo is a copy of the first edition of that single-page description, the brochure entitled, "Benefits and Services Offered at Wisconsin Works (W-2) Agencies".

The publication has been developed in a brochure form in order to make it easier to hand to individuals and for them to retain. The statutory intent is that all W-2 agencies must have a supply of the brochure available in all the public locations within their offices. In addition, it is suggested that W-2 agencies, at a minimum, should ensure that the following personnel have a supply available to offer to individuals they speak with: Greeters, Receptionists, and Resource Specialists. In the agency's plan under W-2 RFP Addendum 13, the agency must provide details as to how this publication will be distributed within the agency's participant flow.

The publication includes all the programs and services that W-2 agencies must provide under their W-2 and Related Programs Contract with the Department of Workforce Development. The Department will change the publication when the programs and services change. It is anticipated that the brochure will be updated during the course of the W-2 contract period. The Department suggests that no more than a six months supply of brochures be printed or reproduced.

In addition to being attached to this memo, Publication No. 11890-P will be available on the Department of Workforce Development's Division of Economic Support W-2 Internet site under the W-2 Fact Sheets (<http://www.dwd.state.wi.us/desW2/W2factsh.htm>). This is an Adobe .pdf file. W-2 agencies must reproduce this brochure as required to meet their agency needs. The Department prefers the brochure be printed on white paper with black ink. Do not modify the content or format of the brochure, except to create large-print formats as needed. The brochure will be available in Spanish, Hmong, Russian and Bosnian/Croatian/Serbian as soon as the translations can be completed. Individuals should receive material in their first language if that language is other than English.

The Division is aware of and pleased by the initiative and creativity shown by many agencies in producing brochures or handouts that identify available services and benefits in their specific agency. The Division is not preventing or discouraging agencies from distributing their information in addition to the mandatory distribution of DES No. 11890-P, "Benefits and Services Offered at Wisconsin Works (W-2) Agencies." The local agency publication, as a separate sheet, can be inserted into or stapled to, the DES brochure if the agency wishes to do so. In addition, there is a box at the bottom of the cover of the DES brochure where agencies can place their own stamp/sticker/logo or other identifying information.

No changes to CARES are needed to implement this policy change.

REGIONAL OFFICE CONTRACT: Area Administrators

Attachment

cc

SERVICES AVAILABLE WITHIN THE WISCONSIN WORKS (W-2) AGENCY

FAMILY SUPPORT SERVICES

FOOD STAMPS: The Food Stamp Program can help eligible persons and families buy the food they need for good health. Food stamp benefits come as either coupons or as a swipe card that can be used in most grocery stores. Food Stamps are based on income and assets, not W-2 participation and do not have a time limit. Food Stamps can be given on an emergency basis. **The Food Stamp Employment and Training Program (FSET)** assists people who get food stamps to find a job through work activities and education and training.

HEALTH CARE: Medicaid and BadgerCare are health care programs that provide health insurance to low-income families, children and pregnant women to help keep families healthy. These programs have separate eligibility rules from W-2 and do not have a time limit. Families at the high end of the income limit will have a small monthly premium.

CHILD SUPPORT: The Child Support program can help establish court orders that provide both financial and medical support for minor children and collect child support payments on your family's behalf, regardless of your income.

EMERGENCY ASSISTANCE: If you are facing a current emergency due to fire, flood, natural disaster, energy crisis, or homelessness (including potential evictions) you may receive up to \$150 per family member. Emergency Assistance may be available to families facing homelessness due to a financial crisis.

REFUGEE CASH ASSISTANCE AND

REFUGEE MEDICAID: A cash assistance program and medical assistance program available to eligible refugees.

W-2

W-2 PROGRAM: W-2 provides a wide range of employment services and training to help eligible Wisconsin residents get and keep employment. W-2 also provides work experience positions through community service jobs, and other work-readiness placements. Work experience positions have monthly payments based on participation. W-2 offers:

- **Trial Jobs:** Trial Jobs may be available if you need the extra help in finding a job. You are paid by your employer and the W-2 agency gives the employer a monthly check to help cover the costs of training.
- **Community Service Jobs (CSJ):** CSJ's may be available to you if you need some additional work experience to help prepare you for employment. While you are in this position you are paid up to \$673 per month.
- **W-2 Transitions (W-2T):** W-2T positions may be available to you if you have additional problems that prevent you from being in a CSJ or Trial Job, such as you or an immediate family member is disabled. While you are in this position you are paid up to \$628 per month.
- **Case Management:** Case management services help you stay employed and/or get additional skills to get a job with increased hours, pay and/or benefits. Case management is available for anyone who meets W-2 eligibility.

OTHER SERVICES

- **W-2 Education and Training:** W-2 participants may participate in education and training for up to either 10 or 12 hours per week. This may include HSED/GED, Job Skills Training, Motivation, Life Skills, Literacy Education, English as a Second Language (ESL) and others.
- **Custodial Parent of an Infant:** If your child is 12 weeks old or less, you may receive a monthly cash payment of up to \$673 and not be required to participate in other work.
- **Minor Parents Services:** Minor teen parents (under the age of 18) can get information on available child care, high school and school-to-work information, employment and financial planning services, food stamp and Medicaid information, and referrals to other community agencies.
- **Noncustodial Parents:** A noncustodial parent (NCP) may be able to get services such as basic skills training and job search and job orientation services.
- **Learnfare:** Learnfare helps children of W-2 participants attend and complete school.
- **Children's Services Network:** The Children's Services Network provides information for you and your children on housing, child welfare services, food pantries, and other resources in your community.

WORK SUPPORTS

- **Child Care:** Child Care is available for eligible families that are in work, work-related or school/training activities. In most cases families are responsible to pay for part of the child care costs, based on a sliding fee schedule, to the child care provider. Child care does not have a time limit.
- **Job Access Loans:** Job Access Loans may help you meet basic costs related to getting or keeping employment. Job Access Loans must be repaid in cash, or a combination of cash and community service.
- **Transportation:** You may get help from the W-2 agency to find and pay for transportation such as bus passes or gas vouchers.

EDUCATION AND TRAINING

- **Employment Skills Advancement Program (ESAP):** ESAP is a financial aid program for workers who want more education and training. The worker must match the W-2 agency money with other money. The money can be used for tuition, books, tools, lab fees, language courses and other things.
- **Workforce Attachment and Advancement (WAA):** WAA programs help families including noncustodial parents keep their job or provide the training to move to a better job. Services available include education and training and other supports.

Ask an agency representative today if you are eligible for these or any additional programs that your local W-2 Agency may have.

Additional programs could include:

- Low Income Energy Assistance Program (LIEAP)
- Children First
- Welfare to Work
- Emergency Payments

This agency has more information available on these programs. Please request brochures on programs that may be of help to you or your family.



DWD is an equal opportunity service provider. If you need assistance to access services or material in an alternate format, please contact the Division of Economic Support (DES) Equal Opportunity Office at: (608) 267-0927 (Voice/TDD).

DES-11890-P (N. 12/99)

Benefits and Services Offered at Wisconsin Works (W-2) Agencies



Please ask a W-2 agency representative about any of the following services

